



# COUNTY OF LOS ANGELES TREASURER AND TAX COLLECTOR

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LOS ANGELES, CALIFORNIA 90012




**MARK J. SALADINO**  
TREASURER AND TAX COLLECTOR

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February 26, 2013

TO: Supervisor Mark Ridley-Thomas, Chairman  
Supervisor Gloria Molina  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

FROM: Mark J. Saladino  
Treasurer and Tax Collector 

SUBJECT: **PAYMENT ACTIVITY NOTICES**

To enhance our service to taxpayers, beginning this week the Department of Treasurer and Tax Collector will mail out 135,932 Payment Activity Notices. The notices will alert taxpayers if our records show that a partial or no payment was made on the first installment of property taxes for the current tax year 2012-13. The reverse side of each notice will provide **IMPORTANT INFORMATION**, including detailed information regarding payment options (such as free online payment options), office locations and office hours.

The attached Press Release will be mailed to approximately 250 newspaper companies, television and radio stations. As a result, you may experience an increase in constituent inquiries or visits to your offices.

We have emailed all constituents who have enrolled in our *Email Notification Service*, advising them of this notice. This service, established at the request of the Fifth Supervisorial District, alerts subscribers of special or upcoming events, such as approaching annual property tax installment deadlines.

Any taxpayer wishing to discuss the receipt of this notice or requiring additional assistance, may call the Proptax line at 1(888) 807-2111. If you have any special handling needs, please do not hesitate to contact me or Kathy Gloster, Assistant Treasurer and Tax Collector, at (213) 974-2077.

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Z:PressRelease:Payment ActivityNotices

Attachments

c: Chief Executive Officer



# NEWS

## *Treasurer and Tax Collector* **Mark J. Saladino**

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**Contact:** Ann Madden  
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**February 26, 2013**

### ***FOR IMMEDIATE RELEASE***

#### **2012-13 PAYMENT ACTIVITY NOTICE**

Los Angeles – To enhance service to taxpayers, the County Treasurer and Tax Collector is in the process of mailing out 135,932 Payment Activity Notices to Los Angeles County taxpayers. The notice will advise taxpayers that official property tax records reflect only a partial payment or no payment was received against the first installment for the current tax year. The reverse side of each notice will provide **IMPORTANT INFORMATION**, including detailed information regarding payment options (such as free online payment options), office locations and office hours. **IMPORTANT INFORMATION** Notice attached.

Taxpayers may pay their taxes online by visiting our website at <http://ttc.lacounty.gov>. It's free and easy and only requires their checking account information and certain information from their annual property tax bill.

Taxpayers can subscribe to receive emails from the Treasurer and Tax Collector of special notices and upcoming events, such as annual property tax installment deadlines, office location updates and other news. To subscribe, go to <http://ttc.lacounty.gov>, select Email Notification Service on the left hand side of the page, or click on "Other Links" and select TTC Email Notification Service.

Any taxpayer wishing to discuss the receipt of this notice or requiring additional assistance may call the Proptax line toll-free at 1(888) 807-2111.

Si usted requiere información en Español acerca de los impuestos de su propiedad, puede visitar nuestra página de Web al [www.lacountypropertytax.com](http://www.lacountypropertytax.com).

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## **IMPORTANT INFORMATION**

State law governs the priority in which tax payments are applied. If payment for your installment of annual property taxes was postmarked after the December delinquency date, a 10 percent penalty was assessed. The penalty was deducted from your payment first, and the balance was applied to the first installment. This action caused the first installment to be underpaid by the penalty amount.

If the attached statement indicates a balance due from the first installment, we encourage you to pay it promptly. Please use the payment stub included with the Payment Activity Notice.

### **PAYMENT OPTIONS**

**Mailed Payments** – Please use the enclosed envelope and include the payment stub from this notice. Do not attach staples, clips, tape, or correspondence.

**Pay Online** – To make payments online, go to [www.lacountypropertytax.com](http://www.lacountypropertytax.com), select “Pay Online” under “Payment Options”. You will need to use a PIN Number located on the reverse side of this notice. There is no charge for electronic check payments. However, there are processing fees when paying by credit/debit card. Your current secured payment cannot be more than \$24,999.99 to use the online system.

**Pay in Person** – Cash or check is accepted at 225 North Hill Street, First Floor Lobby, Los Angeles, CA 90012, between the hours of 8:00 a.m. to 5:00 p.m. (Pacific), Monday through Friday, excluding Los Angeles County holidays. Make your payment early to avoid long waits at the cashier windows.

**Pay by Credit Card or Visa Debit over the telephone** – Credit card payments (American Express, MasterCard, Visa, or Visa Debit) are accepted over the telephone through a third-party vendor who **charges a fee** to utilize this service. To pay by telephone, call toll-free 1(888) 473-0835. You will need your Electronic Fund Transfer (EFT) Number and a credit card or visa debit card to complete the transaction. Please retain the confirmation number for future reference. Your current secured payment cannot be more than \$24,999.99 to use the telephone system.

**Electronic Fund Transfer (EFT)** – Combined current property tax bills that equal or exceed \$50,000.00 must be paid electronically. Pre-registration is required. For more information, email us at [eft@ttc.lacounty.gov](mailto:eft@ttc.lacounty.gov) or call 1(213) 974-0996.

**Home Banking and Bill Payment Services** – To ensure proper credit, enter the 19-digit EFT Number (includes the 13-digit ID#, 2-digit Year and 4-digit Sequence from your current tax bill) followed by the number 1 (1<sup>st</sup> installment), 2 (2<sup>nd</sup> installment), or 5 (both installments).

**Electronic Check Processing** – When you provide a check as payment, you authorize the County of Los Angeles to either use information from your check to make a one-time electronic fund transfer from your bank account or process the payment as a check transaction. If we use information from your check to make an electronic fund transfer, funds may be withdrawn from your bank account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution. However, the transaction will appear on your bank statement.

### **GENERAL TAX INFORMATION**

For your convenience, general prerecorded information, including taxes due, is available 24-hours a day through our PROPTAX telephone system. Call 1(213) 974-2111, if outside of Los Angeles County or 1(888) 807-2111, if in Los Angeles County. Information is also available on our website at [www.lacountypropertytax.com](http://www.lacountypropertytax.com). Anyone who is hearing impaired and has TDD equipment may contact us or leave a message at 1(213) 974-2196, or use California Relay Services at 1(800) 735-2929.

Para su comodidad tenemos información general pregrabada que incluye fecha de vencimiento de los impuestos, disponible las 24 horas vía el sistema telefónico PROPTAX 1(213) 974-2111 si marca fuera del Condado de Los Angeles, si marca dentro del Condado de Los Angeles marca 1(888) 807-2111. También disponible esta nuestra página web [www.lacountypropertytax.com](http://www.lacountypropertytax.com). Todos aquellos con problemas auditivos y que tienen el equipo de Telecomunicaciones Para Personas Sordas comuníquense o dejen su mensaje al 1(213) 974-2196 o sirvanse a usar el Servicio de Telecomunicaciones 1(800) 735-2929.

### **EMAIL NOTIFICATION SERVICE**

You can now subscribe to receive emails from the Treasurer and Tax Collector with special notices and upcoming events, such as annual property tax deadline reminders, office location updates and other news. To subscribe to receive these notices, select Email Notification Service at: [ttc.lacounty.gov/eNotify/](http://ttc.lacounty.gov/eNotify/).

### **HOW TO CONTACT OUR OFFICE**

Visit us: 225 North Hill Street, First Floor Lobby, Los Angeles, CA 90012

Call us: 1(213) 974-2111, if outside of Los Angeles County, or 1(888) 807-2111, if in Los Angeles County. Anyone who is hearing impaired and has TDD equipment may contact us or leave a message at 1(213) 974-2196, or use California Relay Services at 1(800) 735-2929.

E-mail us: [info@ttc.lacounty.gov](mailto:info@ttc.lacounty.gov)

Fax us: 1(213) 620-7948

Write us: Treasurer and Tax Collector, P.O. Box 512102, Los Angeles, CA 90051-0102

Website: [www.lacountypropertytax.com](http://www.lacountypropertytax.com)